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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Frederic P. Messinger and Bruce E. Nevin

Application No.: 09/345,903

Group: 2179

Filed: July 1, 1999

Examiner: Tran, Mylinh T.

Confirmation No.: 1807

For: Method and Apparatus for Software Technical Support and Training

CERTIFICATE OF MAILING OR TRANSMISSION	
I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as First Class Mail in an envelope addressed to Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, or is being facsimile transmitted to the United States Patent and Trademark Office on:	
April 11, 2005	Elaine Leahy
Date	Signature
Elaine Leahy	
Typed or printed name of person signing certificate	

Mail Stop Amendment
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Transmitted herewith is an Amendment for filing in the above-identified application.

[] Small entity status of this application under 37 C.F.R. 1.9 and 1.27 has been established by a Small Entity Statement previously submitted.

[] A Small Entity Statement to establish small entity status under 37 C.F.R. 1.9 and 1.27 is enclosed.

The fee has been calculated as shown below:

(COL. 1)		(COL. 2)		(COL. 3)
	CLAIMS REMAINING AFTER AMENDMENT		HIGHEST NO. PREVIOUSLY PAID FOR	PRESENT EXTRA
TOTAL	34	MINUS	* 34	0
INDEP	4	MINUS	** 4	0
FIRST PRESENTATION OF MULTIPLE DEP. CLAIM				

* not fewer than 20
** not fewer than 3

SMALL ENTITY	
RATE	ADDIT. FEE
X \$ 25	\$
X \$ 100	\$
+ \$ 180	\$

TOTAL = \$ 0

OTHER THAN SMALL ENTITY	
RATE	ADDIT. FEE
X \$ 50	\$ 0
X \$ 200	\$ 0
+ \$ 360	\$

TOTAL = \$ 0

Petition for Extension of Time

- ☒ Applicant hereby petitions to extend the time to respond to the Office Action dated December 10, 2004 for one month from March 10, 2005 to April 10, 2005. The appropriate fee of \$120 is included in the enclosed check.
- ☐ A ☐ month extension of time to respond to the Notice to File Missing Parts dated ☐ was filed on ☐ with payment of a \$☐ fee
- ☐ Applicant hereby petitions for an additional ☐ month extension of time to respond to the Notice to File Missing Parts. The appropriate fee of \$☐ is included in the enclosed check.

Please charge Deposit Account No. 08-0380 for the following fees:

- ☐ Petition for ☐ month Extension of Time \$ _____
- ☐ Amendment Fee \$ _____
- ☐ Other Fees: _____ \$ _____
- _____ \$ _____
- _____ \$ _____
- TOTAL: \$ 0

A check is enclosed in payment of the following fees:

- ☒ Petition for one month Extension of Time \$ 120
- ☐ Amendment Fee \$ _____
- ☐ Other Fees: _____ \$ _____
- _____ \$ _____
- _____ \$ _____
- TOTAL: \$ 120

- ☒ A general authorization is hereby granted to charge Deposit Account No. 08-0380 for any fees required under 37 C.F.R. 1.16 and 1.17 in order to maintain pendency of this application. A copy of this authorization is enclosed for accounting purposes.

Respectfully submitted,

HAMILTON, BROOK, SMITH & REYNOLDS, P.C.

By Mark B. Solomon
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Dated: 4/11/05